

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
REQUEST FOR INFORMATION (RFI) – SERVICES

RFI NO.: SC07/002

Date Issued: March 14, 2007

From (Court Contact Info):

Superior Court of California, County of Alameda
Finance Bureau
Address: 1225 Fallon Street, Room 107-M
City, State ZIP: Oakland, CA 94612

To:

Vendor: _____
Address: _____
Web Address: _____

Buyer: Linda Salcido, Procurement Manager
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Contact: _____
Phone: _____ Fax: _____
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Acceptable Delivery Methods: Mail or Express Delivery: ☒ Hand Delivery: ☒ Facsimile: ☐

Deadline For Submitting Information: April 13, 2007 by 1:00pm (Pacific Time)

This is not an invitation to bid, and is not binding on either the Superior Court or firms responding to this RFI. This may lead to a Request for Proposal (RFP).

Description of Requested Services

The Superior Court of California, County of Alameda is in the early stages of developing a Language Access Plan to better assist those with limited English proficiency.

The intent of the RFI is to gauge interest among potential vendors to provide expert consulting advice to the Court resulting in a multi-year Language Access Plan. We envisage the Plan encompassing but not being limited to: signage; forms; staff communication training; staff recruitment; policies and procedures for requesting and providing language access services; and tools to evaluate the Plan and services provided to LEP court customers.

Alameda County is among the most culturally and linguistically diverse regions in the state. Accordingly, the plan must reflect the needs of diverse communities in Alameda County through input from stakeholder groups, court staff, judicial officers, and governmental and non-governmental entities. In order to develop a long range plan for language access, it is important to consider the following:

- county demographics;
- existing court facilities;
- needs of self represented litigants;
- diversity of court personnel;
- current utilization of language access resources at each court location;
- assessment of functions and programs available at court locations and offices and the need for language access assistance in each of those areas; and
- recommendations for a Language Access Plan, with the guidance of the Court's Access Committee.

We anticipate development of a plan may take from 12 to 18 months to complete.

Information Requested on Range of Capabilities

Please include answers to the following questions.

Question 1: The Superior Court, County of Alameda has 16 courthouses located in the cities of Berkeley, Oakland, Alameda, San Leandro, Hayward, Pleasanton and Fremont. Is your firm willing to travel to these courthouses to assess facilities and their related language access issues?

YES ☐ NO ☐

Question 2: The Courts expectation is that your firm has addressed language access issues in the past. Describe your experience addressing facilities, forms, web sites, instruction pamphlets, etc.

Question 3: Describe the experience your firm has in providing written goals and strategies to improve upon existing levels of access or service.

Question 4: Indicate your firm's experience in developing long-range strategic plans for a large agency.

Question 5: Does your company have experience with providing evaluative services for signage (multi-lingual and/or monolingual)? If so, provide examples of services given.

Question 6: Specify your ability to review and comment on an agencies' web site in order to make effective language access recommendations.

Question 7: Describe your experience compiling and using demographic information for a geographic area.

Question 8: Describe the technological experience the associates with your firm possess.

Question 9: Describe the credentials of the staff to be assigned to the project.

Question 10: Provide three references to verify your direct experience in providing consultative services. Please include company names, contacts and telephone numbers.